

Frequently asked questions - apprentices

What are my rights and responsibilities as an apprentice?

Your responsibilities are detailed in the Apprentice and Host Employer Information Handbook. If there are any additional questions you may have, feel free to contact the GTO Coordinator directly.

Who is my training provider and how will my training be delivered?

Wettrade Apprenticeships works closely with the National Institute of Construction Skills to provide high quality training in your chosen apprenticeship.

Your training will be provided through a combination of online, face to face and on the job training under the direction of a host employer. You will be provided access to our learning management system when your training plan is negotiated and signed to enable you to commence your theory training and assessment. All theory assessment is completed in the learning management system while practical assessments may be conducted on the job by your trainer or in our purpose-built training facility.

Are there any safety guidelines and protocols that I must be aware of?

While you are working on-site, you must follow the safety procedures of your host employer. While attending the campus for any practical training or assessment you must follow the safety procedures of the National Institute of Construction Skills. During your induction, you will be provided with a login to access all Wettrade Apprenticeships policies and procedures including our Work Health and Safety Policy. You will also have access to our Apprentice Handbook which provides you with detailed information, including our policies, relating to work health and safety.

Who is my legal employer?

Your legal employer is Wettrade Apprenticeships for the duration of your training contract. All of your wages and entitlements will be paid directly by Wettrade Apprenticeships into your nominated bank account.

Can I change host employers if I am experiencing difficulty?

At least once during the apprenticeship, Wettrade Apprenticeships will rotate you between host employers to ensure you have access to the full range of work to complete your trade.

If at any time you are experiencing any difficulties, you need only contact the GTO Coordinator who will make arrangements to meet with you and your host employer to work toward a solution. Where this is not possible, Wettrade Apprenticeships has mechanisms in place to support rotation and transition to another host employer.

What support will be offered?

The 90 day (three months) probationary period is the opportunity for you and Wettrade Apprenticeships to decide if the apprenticeship is the right fit. During this time, you will be visited by the GTO Coordinator once per month (more if necessary) to discuss your progress and provide any additional support that may be required. After the probationary period, these visits will be conducted once every three (3) months. You will be asked to complete a confidential survey, as will your host employer, to provide feedback on your experience. These will be used to customise any specific support you may require.

What is pastoral care?

Pastoral care refers to the provision of emotional and practical support to apprentices. Pastoral care may be provided by a trainer, the GTO Coordinator or other personnel to address the personal and emotional well-being of students. It includes activities such as mentorship, counselling, and creating a supportive environment for students to thrive academically and personally.

Will I have performance reviews?

Performance reviews are conducted during the site visits conducted on a quarterly basis. Prior to these visits, you will be provided with a survey, as will your host employer, to provide feedback on your experience. This will be used to evaluate your performance and determine any additional training needs that were not identified at the commencement of your employment. Performance management plans may be implemented, by negotiation and agreement between yourself, Wettrade Apprenticeships and your host employer, where necessary.

Who should I contact if I have concerns or need clarification about my apprenticeship?

Depending on your concern, you may be able to speak directly to your host employer, particularly if your concerns relate to working on the job. If you are not comfortable speaking to your host employer, you may contact your allocated trainer or the GTO Coordinator. Contact details for the GTO Coordinator are included in the Apprentice and Host Employer Information Handbook and Apprentice Handbook.

What are my hours of work ?

You are expected to work a maximum of 38 hours per week and in accordance with the start and finish times of your host employer. You will also be required to log your hours through Deputy, an app provided by Wettrade Apprenticeships. You must log their start and finish times at the beginning and end of each day to ensure you are paid on time every week.